

## ABSTRACT

A computer implemented method, a system, and a software product to automatically manage one or more human workers carrying out a process of manipulating source data provided to produce result data. The process including a set of one or more task steps each having an input and resulting in a task result. The computer implemented method includes receiving units of source data from a customer. For each unit of source data and each task step for the unit of source data, the method includes dispatching the task step and its corresponding input unit to a worker and, after the worker carries out the dispatched task step on the input unit, receiving the task result corresponding to the dispatched task step and input unit from the worker. Each worker is certified to have one or more task skills, wherein each task step requires a corresponding task skill, and wherein the dispatching of any task step occurs automatically substantially without human management to a worker who is certified to have the corresponding task skill of the task step. The method further includes automatically recruiting workers substantially with no human management when a shortfall is predicted. A version of the method further includes generating the result data for the unit of source data from one or more of the task results corresponding to the task steps of the set and sending the result data for the unit of source data to the customer.